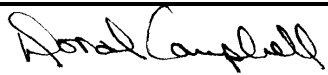
 <p style="text-align: center;">ADMINISTRATIVE POLICIES AND PROCEDURES State of Tennessee Department of Correction</p>	Index #: 503.08	Page 1 of 7
	Effective Date: March 1, 2002	
	Distribution: B	
	Supersedes: 503.08 (3/1/99) PCN 00-67 (9/15/00)	
Approved by: 		
Subject: TELEPHONE PRIVILEGES		

- I. AUTHORITY: TCA 4-3-603, TCA 4-3-606.
- II. PURPOSE: To establish rules and guidelines for the administration of the inmate telephone program.
- III. APPLICATION: Staff and inmates at all Tennessee Department of Correction (TDOC) institutions and all privately managed TDOC institutions, except offenders assigned to and actively participating in a S.A.I.U. program, and employees of TRICOR.
- IV. DEFINITIONS:
 - A. Allowed Telephone Number (ATN): A telephone number which is on an inmate's authorized to call telephone number list. (Available at institutions with ITS only.)
 - B. Collect Call: A telephone call made by an inmate to a telephone number, where the total cost of the call will be the responsibility of the called party.
 - C. Debit Call: A telephone call made by an inmate to an allowed telephone number, where the total cost of the call will be deducted from the inmate's telephone trust fund account. (Available at institutions with ITS only.)
 - D. ITS: Inmate Automated Telephone System.
 - E. Remote Call Forwarding Service: A service whereby a call placed to a station in one exchange is automatically forwarded by the service provider through its central office equipment to another station designated by the customer.
 - F. TTY: Teletypewriter (formerly TDD: telecommunications device for the deaf).
 - G. Telephone Access Code: Inmate's TDOC identification number.
- V. POLICY: Inmates shall be provided reasonable access to the ITS or conventional telephone equipment. Adaptations for the hearing impaired shall be provided.
- VI. PROCEDURES:
 - A. Inmate Access to Telephones
 1. Segregated inmates shall be allowed access to telephones in accordance with Policy #506.16; privately managed facilities, refer to #9506.16.

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2. Inmate access to telephones to communicate with attorneys and courts shall be in accordance with Policies #105.09 and #501.02. Inmates assigned to privately managed facilities follow CCA Policy #14-8: Access to Courts.
3. Wardens shall develop institutional policy which specifies days and times of day when inmates shall have access to telephones. Calls should normally be made between 6:00 a.m. and 10:00 p.m. local time.

B. Procedures for institutions with ITS equipment:

1. Each inmate shall be furnished with an inmate telephone system instructional booklet containing data that the inmate needs to know in order to place any type of call.
2. Reception centers shall assume responsibility for providing booklets at intake.
3. Said booklet may be amended as necessary.
4. Inmates shall be allowed to specify up to ten (10) telephone numbers for family, friends, etc., on their ATN list. Business telephone numbers, toll-free numbers, and numbers with remote call forwarding service are not permitted. Cellular telephone numbers are not permitted. Only telephone numbers on the inmate's ATN list shall be processed by the ITS. Changes in this list may be made through a designated employee according to a schedule established by the warden, but no less often than once each quarter.
5. Wardens shall develop institutional procedures detailing how an inmate can add to or change the inmate's ATN list on an emergency basis, and for facilitating the transfer of an inmate's ATN list to another institution when the inmate is transferred. It shall be at the warden's discretion to determine what constitutes an emergency.
6. Inmates will have access to any attorney on the data base populated from the Tennessee Attorney's Directory. Any new addition or out-of-state attorneys will be added by contacting Global Tel*Link, who will ensure verification prior to the addition being completed.
7. Any called party who is listed on an inmate's ATN list can have their telephone number removed from the inmate's ATN list. This can be accomplished only by a written request submitted to the warden by the called party. The inmate shall be furnished a copy of the written request from the party requesting the removal.
8. All telephone calls, collect or debit, shall be limited to thirty (30) minutes. Long distance debit calls will not be allowed if the inmate's telephone trust fund account balance is not sufficient to place at least a three (3) minute telephone call.
9. Inmates who do not complete and submit an ATN list cannot use the ITS. The system cannot complete a telephone call unless the called number is in the system's data file under the inmate's "Telephone Access Code."

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10. Telephone numbers of TDOC employees or contract staff shall not be approved for addition to an inmate's ATN list within one year of separation from employment or contractual service with the TDOC.
11. Whenever an inmate is discharged (parole, expiration of sentence, escaped, or transferred to another facility that does not utilize the ITS), the institution will immediately deactivate the inmate's telephone record. (See Policy #208.08 for deactivation instructions.) Inmates assigned to the privately managed HCCF will follow CCA Policy #16-100A.

C. Equipment:

1. Telephone equipment shall be that which is most conducive to security needs and yet accessible to the inmates, and shall be equipment that will process collect or debit calls only.
2. The telephones shall be stationary or portable. The stationary telephones shall be wall or pedestal mounted. The portable telephones shall be affixed to moveable carts.
3. A TTY shall be made available at institutions as needed.
 - a. Inmates shall submit a written request through their counselor or designated unit management team member to place a call utilizing a TTY when the call must be placed through the 1-800 number for the Tennessee Relay Center for the Deaf. (See Policy #208.08.) If both parties have a TTY, routinely available inmate telephones can be used to place the call.
 - b. Arrangements shall be made by the counselor/unit management team member to allow the inmate to place the TTY call using a staff telephone and the 1-800 number for the relay center. The inmate will be required to sign a Personal Withdrawal Request, CR-2727, with the date, time, and number called. As "time and charges" information is not available through the Tennessee Relay Center for the Deaf, the institutional telephone bill will be reviewed upon receipt to determine appropriate charges. The CR-2727 will then be processed by the trust fund custodian. These calls shall not be made on the state network lines.
 - (1) The Tennessee Relay Center for the Deaf number which allows a hearing person to communicate with a hearing impaired person is 1-800-848-0299.
 - (2) The Tennessee Relay Center for the Deaf number which allows a hearing impaired person to communicate with a hearing person is 1-800-848-0298.
 - c. Staff shall remain in the office while calls are being made by inmates on administrative telephones.

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D. Monitoring/Recording:

1. Telephone calls to an attorney shall not be monitored or recorded.
2. All other calls are subject to monitoring. All of these calls shall be recorded if recording equipment is included as part of the telephone equipment. The warden shall designate employees who are authorized to monitor calls or have access to recordings of telephone conversations.
3. All telephones provided for use by inmates shall have a plate affixed which reads:

"The Tennessee Department of Correction reserves the authority to monitor and record conversations on all inmate telephones. Your use of the telephone constitutes consent to this monitoring and recording. A properly placed telephone call to an attorney will not be monitored or recorded."
4. Recordings of telephone conversations should be considered as internal affairs records and be treated as confidential in accordance with TCA 10-7-504. Recordings will be retained in a secure location by the warden. Disclosure of the contents of such recordings shall be governed by Policy #107.02.

E. Abuse of Telephone Privilege:

1. Any abuse of telephone usage by an inmate shall be cause for disciplinary action. (See Policy #502.01 and #9502.01 for privately managed facilities.) Abuse of telephone usage includes, but is not limited to, the following:
 - a. Threatening or obscene telephone calls.
 - b. Use of a third party to transfer the telephone call to another telephone number. Third party calling is detectable by the ITS. When the ITS detects third party calling, the telephone call is terminated and a message is transmitted to the system controller in Nashville identifying the "Telephone Access Code" for the inmate who has made the telephone call.
 - c. Use of the call forwarding feature on an instrument whose telephone number is on an inmate's ATN list is forbidden. Call forwarding is detectable by the ITS. When the ITS detects call forwarding, the telephone call is terminated and a message is given to the system controller identifying the "Telephone Access Code" for the inmate who has made the telephone call.
 - d. Violation of the telephone use schedule.
 - e. Interfering with the call of another inmate.
 - f. Use of the ITS to facilitate or conduct activities in violation of federal or state law or TDOC policy.

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- g. Providing false information with an application for a telephone number to be added to an inmate's ATN list (i.e., false name, relationship, etc., for a telephone number).
 - h. The use or the attempted use of another inmate's "Telephone Access Code".
 - i. Specifying a number with remote call forwarding service on an application for a telephone number to be added to an inmate's ATN.
 - j. Specifying a cellular telephone number on an application for addition to an inmate's ATN.
2. An inmate shall not be punished by the disciplinary board by suspending or limiting telephone privileges unless the inmate has been found guilty of an infraction related to abuse of the use of a telephone. If an inmate is found guilty of a telephone use infraction, telephone use privileges (except emergency and legal telephone calls) may be suspended or limited.
- a. Telephone numbers currently on an inmate's ATN list may be deleted and then re-added locally by the institution's ITS coordinator. A mechanism exists in the ITS to allow this to be done for a specific time period, then to allow access to occur again without further action on the ITS coordinator's part. Requests for this automatic restoration service should be made in writing by the warden to the Manager of Operational Support Services.
 - b. The warden may refuse to authorize reinstatement of the telephone number on the inmate's ATN list for a period not to exceed 180 days for the first instance of this type of abuse by the inmate. The warden shall send a letter to the Manager of Operational Support Services, MIS, to have the number reinstated on the inmate's ATN list when the block is to be removed. A request for a specific reinstatement date may be made to ensure no tickler file or suspense system follow-up is necessary.
 - c. For the second and subsequent such abuses of telephone privileges, the number which was used to accomplish the third party or call forwarding call shall be permanently blocked from reinstatement on the offending inmate's ATN list. This shall apply to any numbers on the inmate's ATN list, regardless of whether that particular number has ever been previously blocked due to similar misuse.
3. Customers may block any unwanted calls that are received by entering #7 from the options menu. After the call is blocked, a follow-up call will be made by Global Tel*Link to verify that the customer desires a permanent block on the number. To reinstate the number, the customer must call Global Tel*Link and request removal of the block.

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4. The facility has the option of deactivating or suspending a telephone number for a determinate date. The customer may deny a call on a one-time basis by entering #5 from the options menu.

VII. ACA STANDARDS: 3-4259, 3-4260, 3-4262, 3-4263, 3-4439.

VIII. EXPIRATION DATE: March 1, 2005.



TENNESSEE DEPARTMENT OF CORRECTION
TRUST FUND ACCOUNT
PERSONAL WITHDRAWAL REQUEST

INSTITUTION

\$

DATE:

PLEASE DEDUCT THE FOLLOWING AMOUNT FROM MY ACCOUNT:

DOLLARS

THIS CHECK IS TO BE MAILED TO:

NAME
STREET ADDRESS
CITY, STATE, ZIP

THE PURPOSE OF THIS WITHDRAWAL IS:

INMATE SIGNATURE

INMATE #

WITNESSED:

APPROVED: YES NO

REASON FOR DENIAL:

WARDEN / DIRECTOR DESIGNEE

DATE

CR-2727 (Rev. 8-01) White-Inmate Canary-Trust Fund Office



TENNESSEE DEPARTMENT OF CORRECTION
TRUST FUND ACCOUNT
PERSONAL WITHDRAWAL REQUEST

INSTITUTION

\$

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